

# **Meeting Notes**

**Agency Council on Coordinated Transportation  
Washington State Department of Transportation**

**Large Commission Board Room**

**Friday August 8, 2008**

**11:30 AM – 2:00 PM**

**Olympia, WA**

## ***Council Business***

### **In Attendance:**

Cathy Silins (Chair), Allan Jones, Lynn Moody (for Marilyn Mason-Plunkett), Richard De Rock, Vickie Foster, Michael Rogers, Tom Gray (for Doug Porter), Page Scott, Rep. Mark Miloscia, Nancy San Carlos, Jenny Bullard.

### **Safety Briefing:**

Before conducting briefing, Don indicated that ACCT staff has compiled a one-page information sheet detailing the safety briefing conducted before each ACCT meeting. This one-page sheet

### **Meeting Notes -- Chair**

The Council approved the meeting notes from the June 2008 ACCT meeting. Michael moved to approved. Richard seconded

### **Membership Update -- Ryan Warner**

With the two new additions to the council, the membership of ACCT is currently up-to date. Since the last ACCT meeting, the Governor has approved the appointments of Michael Rogers and Nancy San Carlos. Ryan and Don met with both Nancy and Michael and both individuals will bring new skills, talents, and energies to the council.

Theresa Heckel was recognized for her time on the board.

### **Budget-- Don Chartock**

The spending is track. In about the mid-point of the biennium we are at 51% of the budget remaining.

The Travel Options budget has been updated. Previously the budgets of Travel Options, Ride Share Online, and Traveler Information were all combined and now the Travel Options budget is separate. 500,000 remaining on this project.

There is currently budget freeze on. This affects ACCT's ability to hire contractors for projects such as background checks and the rollout of the coordinated human services

plans. These are currently on hold until further direction from Secretary Hammond and Governor Gregoire.

## ***Identify and Address Barriers***

### **JTC Report Status-- Don Chartock**

Since the last ACCT meeting, Nelson / Nygaard has held two workshops to present the information they gathered from their countrywide analysis of coordinated transportation. At these workshops, they presented best practices, examples of coordination from other states, and challenges to coordination in Washington State.

Upcoming regional forums are scheduled for September 23rd in Davenport and September 26<sup>th</sup> in Pierce County. These will be an opportunity to gather further information, as well as an opportunity to test recommendations of the JTC with the public.

## ***Focus on Results***

### **Proposed ADA Regulations: Barney Flemming--*Disabilities and Business Technical Assistance Center***

There are two primary issues for transportation providers on the new notice of proposed rulemaking on changes to the Americans with Disabilities Act.

1. **Service Animals:** The proposal will limit the definition of service animals to dogs and cats and specifically exclude "wild animals" (reptiles, rabbits, horses, monkeys). The proposal would also provide clarity regarding "psychiatric animals", by stating that psychiatric animals for persons with cognitive or mental disorder are allowed under the ADA, but "comfort animals" are not allowed.
2. **Wheel chair Definition:** The proposal would expand and clarify the definition of wheelchairs commonly used in transit and cited in DOT regulations. Additionally covered entities could inquire if the individual is using such a device due to a disability.

Toby Olson noted that wheelchair is not currently defined within the ADA (it is identified within DOT regulations as a design standard) and so this proposal defines it for the first time. Additionally the ADA grants rights to people and not machines, so it is important to remember that a person is covered and the device.

Richard made a motion that the council submits a comment supporting the regulations, particularly on service animals and the definition of wheelchairs but ask for greater clarity on the communication issues. Michael seconded the motion. Motion passed. Richard will draft language for the council.

## ***Increase Advocacy***

### **Comment Process**

At the last meeting there were some audience comments, seconded by some people on the council, that wanted ACCT to look at renaming the comment process to say customer complaint process (as it says in the legislation). Vicky made a motion to change the name of the customer comment process to the customer complaint process. Michael seconded the motion. Neither Lynn representing CTA-NW, nor Richard representing WSTA, had objections to the change. The motion passed.

*Transit Survey:* All 37 transit surveys have been collected from rural, small urban, and urban systems. In the remaining 13 surveys, the data shifted 5-8% away from meeting the standards (in comparison to the numbers presented in May). However, some numbers such as percentage of transits providing outreach and percentage of transits where customers can expect a response in a defined period did increase. This survey creates a benchmark to compare against the results of a second survey, which will commence after providers have an opportunity to apply the guidelines.

*Rider Survey:* Ryan indicated that there have been two challenges to the rider survey thus far: the right questions and the rights distribution process. Staff has worked with a number of stakeholders and interested individuals (riders with disabilities, Metro) and come up with a draft set of questions however; the distribution methodology is still a challenge.

Park Woodworth was unhappy with the ACCT rider survey because he believes the survey is biased towards problems, it will be difficult to draw conclusions from the results, it will be impossible to find a random sample, and he pointed out that there is no follow-up plan. He recommended that ACCT hire a professional survey expert to conduct the survey. A number of the council members agreed that more work needs to be done to develop a methodology before this survey should go out. Don pointed out due to the budget freeze we are unable to hire any outside consultant at this time (Cathy Silins concurred) and said that staff would review the direction of the survey.

### ***Additional Comments***

Cindy Zwart- Director- Senior Services of King County

Currently volunteer drivers must treat as income any mileage reimbursement above .14 cents per mile, additionally the rate at which volunteers may deduct the mileage they drive on behalf of a charity is fixed at .14 cents per mile. Cindy's program reimburses at a rate of .35 cents, that is not even enough, and they are losing drivers. Currently U.S Senators Schumer and Ensign have proposed a bill (S3429) that would raise the

volunteer standard deduction rate from the current .14 cents per mile to 70 percent of the standard business deduction rate and exempt from taxable income reimbursements from charities for mileage traveled by a volunteer up to the business rate. Cindy ask ACCT for their support. Don called the question. Michael seconded. The motion carried. ACCT staff will write a letter in support of this issue.

*Meeting Adjourned 2:30*